

Today I replaced the exhaust manifold. And guess what I found, the water leak that was supposedly a bad radiator cap was really a cracked block. The crack runs horizontally between two soft plugs hidden from view by the intake and exhaust manifolds. While working on the engine I noticed that the valve cover bolt on the rear of the valve cover, next to the firewall was cross threaded and only in about two threads. I realize that this is an extremely hard bolt to get to, the fact that the valve cover won't come off without moving the engine makes it even more difficult, but that is why I chose to have "experienced" AMC mechanics work on it.

Before you assume I haven't kept anti-freeze in it, I own 4 other cars, do all of my own maintenance work, own an anti-freeze tester and keep the freeze point at at least 20 degrees below zero (the coldest it has been in the ten years we have lived in Oregon was 4 degrees in January of 1979). I am quite sure this crack has been there for a long time.

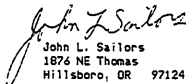
I will admit that the Eagle is a great concept, and the car runs great when there is snow or ice on the ground. But for a car that has not been off-roaded, or abused we have had more than our share of problems than deserved for only 67,000 miles. One of my other cars is a 1970 Ford station wagon we bought new in 1970, it currently has 187,000 miles on it; the engine has never been opened up, it leaks a little from the automatic, but much, much less than the Eagle.

My complaints about the dealer could go on, like the rattle in the door they couldn't find. I finally got so fed up with it I removed the door panel and found a 4" diameter piece of sheet metal laying in the bottom of the door. But according to Lilligard's there was nothing wrong.

It seems to me if AMC is going to stay in business they must satisfy their customers, but the way your dealers are going about it is not getting the job done. I don't mind paying a fair price for a job well done, but I have never felt your mechanics know what they are doing.

I have only one request: What, if anything, will AMC do to help me with the cracked block? I realize the car is well out of warranty, but I am sure that the crack was there long before the warranty ran out. I am also aware that many times a car is covered by "hidden warranties". are there any such programs to help out in a situation like this?

Respectfully


John L. Sailors
1876 NE Thomas
Hillsboro, OR 97124

000857

FEB 14 1983

OWNER SERVICES

620 Second Street
Boone, Iowa 50036
February 7, 1983

AMC

American Motors Sales Corporation
Owner Relations Department
14250 Plymouth Road
Detroit, Michigan 48232

Dear Sir,

On December 18, 1979 I purchased a 1980 Eagle, VIN # AOC365C181965. The dealer involved was Edwards Lincoln-Mercury-AMC, Inc. of Council Bluffs, Iowa. The dealership was most helpful in all the problems that I had with this car. Now however the dealership has closed and my problems are still continuing. One positive note about this car is that it truly is a fine road car that I have enjoyed driving.

But alas, now comes my long tale of woe that has motivated this letter. As I write this please remember that I am a layman and the terms may not be "correct". The initial problems started a few miles after I drove off the lot. There was no heat, the front wheel assembly made a rather strange noise, (my car was in the dealer's shop for a month for this problem) windows were out of the tracks, doors out of alignment, air conditioning problems, cruise control problems, fog lamps failed, the trailer package wiring was never hooked up, the valve cover leaks oil all over the engine and causes billows of smoke, the trunk leaks and the tires (not your fault) are terrible.

So armed with my faith in AMC and my 36 month/36,000 mile Service Security Plan I went to get these problems repaired. Many of them were fixed under the "adjustment/breaking in phase" during the initial 12,000 mile/12 month period. Your 36 month/36,000 mile plan now is really a 24,000/24 month "deal" is it not?

So after the problems repeated themselves I decided that I would really be secure with your plan of Service security. This has proven to be false. The Ron Willey Dealership of Nevada, Iowa (nearest one) sells and services AMC. I told them my problems and they forged ahead to help with my problems. While my car was being taken apart the Service Security plan was discovered to be rather insecure. Ron who really is a nice fellow said that he would investigate.

Gentlemen, I am outraged! My problems are still with me and I feel that it is your responsibility to repair the heat, terrible oil leak, and the reoccurring problems that have never been resolved.

I was told that this may cost several hundred dollars and that it would be at my expense. I refused to take that gamble. They put my car together and I paid the bill.

I hope that the friendly folks at AMC will review this problem and offer some solution that would be acceptable to all parties concerned.

Optimistically yours,

Daniel B. Bagley
Daniel B. Bagley

000358

17 hoi

11/15/81

Code No 125

AMC Deep Freeze

OWNER CONTACT REPORT (OCR) & OPEN CASE CLOSING

State Zip 248175/2352 Bus #668 749 5126

Dealer Bobcat

Information Entry

36 52 02

to of lines to zone

09-7

11032

021982

Zone M1005

Copy Distribution

Zone Owner Relations Manager

Field Service Manager

District Service Manager

Other

Owner Satisfied

Action Agreed

to of lines to zone

0222-1

ISSUE (please number each issue)

Repairs Made or Action Taken and Date

Owner Satisfied

of phone valve cover still
 broke, unable to fix.
 I want it fixed
 action called zone and
 they will get surprised to
 examine the problem with
 expensive engine case measure-
 ment and advise them of the situation.
 Dale said he would pay for it
 locally advised and they
 agreed!

Overall Program Instructions:

Did you deal with every owner issue in terms of problem/condition/level of satisfaction (including any which came up after the case was opened)? ☐ Yes ☐ No

Who had tested or quality checked the owner's vehicle? ☐ No ☐ Yes

Was this (could not) done with the owner in the vehicle? ☐ No ☐ Yes

Who from the zone verified satisfaction with the owner? ☐ Name ☐ Title

How was this satisfaction verified? ☐ In person ☐ Phone ☐ Mail

Overall Owner Reaction ☐ Satisfied ☐ Mostly Satisfied ☐ Dissatisfied

Disposal, if needed, complete back of report and make a copy for zone file.

Zone Sign ☐ Require Field Service Manager Sign

Date

At printed

Wired to Zone ☐ No Zone ☐ Yes

Copy of OCR ☐ No Zone ☐ Yes

Date

000860

Rush

file

MM
C: 6-7

Rolls

7 East Market Street
Burgettstown, Pa.
15021
May 25, 1983

President of American Motors
American Motors Corporation
14250 Plymouth Rd.
Detroit Michigan 48232

Dear Sir:

I am writing to you concerning my repeated attempts to have my 1981 Eagle repaired. I purchased the car in August of 1981 at "McDonald AMC," McDonald, Pa. I had no trouble with service there. They made several attempts to fix the oil leak from July of 1982 to the time their dealership burned down. In fact, I had an appointment to have the oil leak repaired the day after the fire. I didn't know where to take the car for warranty repairs of the leak after that; so I wrote to the Zone Manager and I am enclosing a copy of the letter I received from them.

On receipt of this letter, I called Mr. Bezcredi and received an appointment with the sales representative for February 28th, at Vasko's in Canonsburg, Pa. I was instructed to call Vasko's a few days ahead of time which I did. When I called--Vasko's knew nothing about a service representative coming to their dealership; could I call back the next day. The next day they told me to be there at 9:30am on the 28th. When I got there--no representative showed up, so Vasko's called the Warrendale office and was told the representative couldn't make it that day to look at the car but for them (Vasko's) to look at it and fix it. They replaced the valve head cover and said it was fixed. It leaked that day when I got home--the next day I called and they said to wait a couple weeks because it might be old oil. I was then hospitalized for two weeks so I wasn't able to get the car back to Vasko's until April 18th. That day they replaced the oil pan and seal and said it was fixed. It leaked that day when I got home and everyday since. I took the car back today and when I went to pick it up, Vasko's told me that the Warrendale office refused to cover the repairs under warranty because they already paid to repair two leaks and wouldn't pay for the third. I say you didn't pay to fix two leaks, you paid for two attempts to fix the same leak. The amount of oil that leaked from my car has not varied at anytime since they started to repair it. In other words, the leak was never fixed the first time.

Today I was charged \$81.62 for repairs for a leak that I had since July of 1982. I have made three trips to my original dealership "McDonald AMC"--which burned down and three trips to Vasko's a distance of 40 miles roundtrip, lost a days work to meet a service representative who didn't show. All I want from you is my \$81.62 and my repairs covered under warranty until the leak is fixed.

000861

I talked to the Owner Relations Department today and they wanted a copy of the Service Record for the car. I don't have a copy because the "McDonald AMC" burned down. Any repairs I had done, I merely signed that they were completed.

If you wish to speak to me about this matter, you can reach me at the above address or at 412-947-5105 after 4:00pm anyday.

Thank you,

Mary Margaret Farrell

Mary Margaret Farulli

2 Enclosures

1981 American Eagle Kamback 4 cylinder 1-ACBK5605BK205522

000862

000363

Rich

Nov 5 10 07 30
Johnstown Pa 1591
January



American Motors Corporation
PO Box 442
Detroit Michigan 48232

Dear Sirs.

At the end of 1955 I bought my wife a 1955 5X4 Coupe, Limited Edition, and now I regret my decision. Ever since I purchased it I have had endless problems with it. I will refer to incidents within the past year.

Oil leaks have always been a problem. I find it awkward to visit someone with a new payment drive.

Last spring my wife made a trip to Cleveland Ohio. When she began home she broke down on the turnpike the car wouldn't start. I'm order for her to return I had to call off work, rent a U-Haul and make a trip to Cleveland. I spent over \$51.00 on the trip and phone calls trying to find an U.M.C. Dealership that had a coil, not one of them had one. I might add that not one of your specially trained technicians informed me or even suggested that a H.M. coil would also work in an U.M.C. I found this out I... accident I think I might have another name for these people other than factory trained technicians.

000064

Most recently, the starter went out I took to the garage for repair, it landed up needing a fly wheel, clutch, and pressure plate. When I picked the car up it had a vibration that you could feel on the whole car I returned the car to find out what the vibration was because it wasn't there when I took it in for the starter. They then rebuilt the rear differential twice. When they said a baffel in the muffler was broke I replaced the muffler. I ought add this muffler was replaced when the car was a couple of months old because it rusted out. These are only a few of the problems I have had with this car. I assure you there were my others. Most of the repairs have been covered by warrenty and insurance. I have had to pay for a slave cylinder and master hydraulic cylinder, a carb and electronic ignition box, clutch, pressure plate, muffler scope test. A car that is only a year old should not have had to have all this repair needed.

My car is back in the garage because it still has the vibration, the oil leaks and I am not getting a smooth pull out on the clutch. Also the scope test showed a bent axle which is being fixed.

I won't deny the fact that an Eagle is not a good car. I own a 1982 SX4 Eagle that has 55,000 miles on it that are almost trouble free. I am very pleased with its performance, but the 1983

It has proved to be a lemon as far as I see I am thoroughly disgusted with it being and out of the repair shop I did not buy a new car for my wife for it to be in a repair shop all the time

I did call Detroit to no avail. They didn't even want my name. I feel this is no way to run a business like G. M. C. They referred me to the Pittsburg Division and I've called there endlessly and the line is always busy. I tried to get the name of the president of G. M. C. and no one seems to know his name. I find that very odd that no one knows who heads the company they are representing and working for. I feel if the president knew of the problems of this car I'm sure he wouldn't want this car to represent American Workmanship and he'd want to do something to make it right.

I have contacted the Better Business Bureau for advice. I also will contact a lawyer if advised. I don't feel I should have to put up with this car any longer.

Respectfully
John L. Maldet

00C-866

000E67

FEB 12 1982

⑦

February 13, 1982

Pitt

Christine Lucchi
39 State A. Dr. Apt. 11
Creektown, New York
14227

4

Dear Lisa

I have always been pleased with your automobile. The car has been our second American Motors purchase. I first had a 1976 Matador & now we own a 1980 Spirit.

We have had a problem with the Spirit, for one is the valve cover gasket has been replaced three times within the first year we owned the car and now it has been replaced again. We purchased the car at Sheridan Amhurst Motors which has recently closed at the end of this past year (1981) so now we have to take the car for repairs at Holiday Oaks. I can understand why they couldn't back the gasket, because they were not the last to replace it. But my main problem is ^{over}

000668

Another We had been having the
with our heater, so I took the car to
Holiday Bldg. Well one of the men
looked at the car and said something
under the hood was hot so the heater
was working but the air was not coming
in through to the inside of the car. So I
made an appointment to bring the car in
in the value cover asked to be replaced &
the heater fixed.

After waiting three hours for the
car and paying them \$55.51 for their
work, I was driving home and again the
heat was not coming into the car. They replaced
the thermostat that day, but that really
wasn't necessary. I turned right around
and went back to the dealer. Now he told
me the heater needed a new switch, which
they had to order, so I had to wait a week.
without no heat in the car I paid for the
part and they said there would be no
labor charge because the car was not
fixed properly the first time. I returned
about a week later and they told me the
wrong part had been ordered, so they

000669

②
re-ordered the different suit, so I had
to wait about another week. Well, I went
back again, the suit was put in at no
extra charge. I went & took the car home
for a few days and again the car heater
was acting the same way. So I returned
to the dealer once again. Now they re-
placed another suit for \$14.95 which
they replaced at their expense again. I
had the car home for two days and the
heater was not coming in the car properly
again, so for a 5th time I returned back
to the dealer almost to blow my mind. My
husband dropped the car off at 10:00 AM on
Feb. 9, 1982 and we left the car overnight for
repairs again which were ~~not~~ supposed to
be done at no charge. We never got the
car back until around 6:00 PM on Feb. 10/82
because they said they didn't have time to
look at it the day of the 9th.

So finally after 5 trips back
late to this dealer the heater now works
properly. The only thing to try shopped
over
000570

another bill on me for \$9.92, which I definitely feel I should not pay because they the car was never fixed properly until the car was there 5 times

If another dealer is selling American Motors cars they should have mechanics that know about their product. The last time the car was in the service manager told my husband that a piece of insulation was blocking off the heat to the car. Therefore all the heat remained under the hood. I definitely feel that I should be reimbursed the \$9.92 for the last repairs that were done on the car because previously I paid \$55.51 for the same repairs. It's not my fault they could not seem to find such an easy problem as insulation blocking the heat from coming into the car.

My husband & I are looking for another car (second car) but I am very leery about purchasing another AMC because of this unnecessary ordeal I

6-1-71

③

had to go through this was ridiculous
having to take a can back 5 times and
no one could find out the problem.

I would appreciate a reply, & I
am definitely planning on hearing from you.
I really feel I should be reimbursed the
second labor charge of \$59.92, because the
can should of been properly fixed the
first time.

Thank you and I hope to hear
from you as soon as possible & I hope
you feel that I am right about getting my
second charge reimbursed to me. Enclosed are
carbon copies of all the bills.

Thank You again,

Christine Acker

000872

SEP-2

SEP 29 1983

August 29, 1983

Paul
American Motors Sales Corporation
Attention:

I am having a service problem that I hope you can correct for me...

One of your dealers here in Phila., Pa., "Ridge AMC", replaced a faulty valve-cover gasket for me on my 1980

AMC Spirit six cylinder engine, and would not honor my service security plan for this one particular repair, because he told me (Mr. Fultz) that in the past, AMC refused to reimburse him, therefore, he refuses to honor the service security plan for this one particular repair now, therefore, I had to pay the dealer the entire costs for this repair work. The dealer told me that the plan does cover this repair, for it is printed on the plan & does state, "gasket - cylinder head cover", but he just can't honor the plan because of AMC's refusal to reimburse him.

000673

12

I'm writing to you for the reimbursement of my costs that I had to pay to the dealer, minus \$25.00 of course, which is all I'm supposed to pay according to the plane.

So now, you either honor my service security plan & reimburse me directly, or I'm going to report this matter to the Consumer Protection Agency here.

If I don't hear from you in the next thirty days, then that's exactly what I'll have to do.

I don't really want to, but I will if I have to.

I've enclosed a copy of the bill for you to examine.

\$42.00	LABOR
+ 11.00	GASKET
<u>52.00</u>	
+ 3.12	PA. SALES TAX (6%)
<u>55.12</u>	
- 25.00	1 PAY
<u>30.12</u>	
- 1.50	SALES TAX
<u>\$ 28.62</u>	YOU OWE ME

B0187A

If you feel that the wrong type of gasket was replaced on my car, don't forget, there are two types of gaskets that can be used on my particular valve cover, and AMC is the one who built this engine, not me, so if it's made to receive either type, what difference does it really make which one is used.

I chose the cork type of gasket, but if you don't want to reimburse me for the costs, don't forget about the labor costs, for I'm sure the labor is still the same, so at ~~least~~ least, reimburse me for the labor costs.

Thank you for your time.

Charles B. Keely
4520 "D" Street
Phila., Pa. 19120

APR 17 1986

OWNER SERVICE:

April 7, 1986

Zone Dealer #42-2881
Make of car: 1980 AMC Spirit DL, 2dr liftback
Vehicle ID #ADA435C291555
Zone order #373411

Originally purchased: Sheridan Amherst Motor Sales, Inc
3900 Sheridan Drive
Buffalo, New York 14226

Service since 3/84: Holiday Olds
4811 Transit Road
Williamsville, New York 14221
716-631-8250 (Service 631-8600)

Zone Dealer Code unknown
Gen'l Manager Jack Wieland
Asst't Service Manager Tom Fischer
Service Writers Kathy Plevjanich Date Serviced 03/08/86
Renee Miziol Date serviced 03/12/86

"Both service writers representing the "Green Team"

"Car losing power while in motion periodically. Checked with local gas station; 02/08/86..had gas filter replaced. 02/21/86..tune-up; replaced pc valve, plugs.

Performance not improved. Made an appointment with AAA for Diagnostic test 03/04/86, results: idle mixture too rich, check fuel filter (pump), repair oil leak.

Performance getting worse; made an appointment with Holiday Olds 03/08/86 to have a 17-point check done (card received in the mail good until 03/15/86). oil change-requested they check to see why the oil was leaking and told them about the loss of power while driving. Also there was a rattle under the car. And so my trouble began..

Appointment for 8:00 a.m. 03/08/86..had to wait for the car. Approximately 10:00 a.m. I was told by Kathy Plevjanich that her team found the oil leak to be caused by the valve gasket needing to be replaced. That the leaking of oil was also the cause of my car losing power..the oil was clogging the engine. Also the pipe from the muffler to converter needs to be replaced because it has rotted out due to wear. I asked if there was any problems with the fuel filter or pump as I was told by AAA. Kathy's reply..No, those tests are not always 100% true. "They do their own checks when there is a problem." These problems could be remedied now and my car should be ready by 12:00-12:30. I gave them the ok, having put my confidence in the mechanics.

After being there from 8:00 a.m.-1:00 p.m. I left thinking all was well. Was it my imagination?? Is that a different rattle under my car?? Why is the car losing power STILL as I drive home????

Called Holiday Olds on Tuesday 03/11/86, having noticed oil STILL leaking car losing power STILL and a NEW rattle under the car. Spoke to Renee Miziol

000876

at Holiday Olds complaining about all the work done on Saturday (obviously improperly) and that I don't understand what I had paid the \$202.82 for? Another appointment was set up for Wednesday 03/12/86 so they can check out the car AGAIN now thinking the problem might be in the carburetor. I decided to drop the car off at 8:00 a.m. (not being able to take time off from my job) and pick it up after work 2:00 p.m....giving them, so I thought ample time to find and repair any FURTHER problems. Waiting for a call around lunch time as promised by Renee Hixol...no call came so I called at 1:00 p.m. Renee told me the mechanic (Jimmy) was still working on my car and was not sure of the problem at this time and since he was also going to lunch that she would get back to me. Having then received a call from her at approximately 2:00 p.m. it was decided that the carburetor needed to be rebuilt. The mixture is running too rich (as indicated on the AAA Diagnostic test that they wanted no part of) due to a build up of fuel. This job will take approximately 3, 3-1/2 hours and also the valve gasket needs to be replaced AGAIN which will take another hour. She noted that the valve cover was tightened too much causing the gasket to be damaged...thus my oil leak. The exhaust pipe was not aligned and fastened properly causing the rattle under the car. In other words ALL the work I sat through on Saturday 03/08/86. Labor charge of \$141.95 was for NOTHING!! Everything had to be redone on 03/12/86.

Summary of charges from Holiday Olds;

03/08/86	Labor	141.95		
	Parts	41.35		
	Oil	4.50		
	Tax	15.02		
	TOTAL	202.82	Car in at 8:00 a.m.	out at 1:00 p.m.

03/12/86	Labor	104.00		
	Parts	11.75		
	Tax	9.26		
	TOTAL	124.99	Car in at 8:00 a.m.	out at 10:15 p.m.

03/13/86. Car performing better but now the muffler is about to fall off. Also noticed smoke coming from a pipe under the driver's seat. (The pipe installed by Holiday Olds. That evening I called Holiday Olds and spoke to Kathy Plavjanich complaining AGAIN about all the work done, or should I say NOT done. I asked if I could bring the car in and have the muffler reattached to the pipe they NEEDED to replace...at no charge of course. Her reply was I should come in 03/14/86 at 4:30 with my two receipts and if the problem is because of something they did...there will be no charge...otherwise they will make any necessary repairs at of course additional costs to me.

03/14/86. Called Holiday Olds at 10:00 a.m. requesting to speak to the Service Manager. Having explained ALL the work done and my dissatisfaction with the the service I had received, I demanded they fix whatever they did not connect properly when they replaced the pipe to the muffler. I was told by Tom Fischer to bring the car in on my lunch hour and they would put the car on the lift and see what the problem is and make any necessary repairs. I asked if he was sure this could be done in an hour's time or I would take the afternoon off...not wanting to jeopardize my job. He said no problem...bring the car in on your lunch

000872

hour at 12:00 and we'll take a look.

After standing there for 30 minutes Tom Fischer, Asst Service Manager, took me back to show me the problems while my car was still on the lift. He indicated that the pipe they replaced was not fitting properly in my old muffler and I would have to get a new one. I told him that there isn't anything wrong with my muffler and the problem seems to be with the pipe THEY replaced. The only thing they might try is to heat the pipe and pound it down in an attempt to force it to fit the muffler. Maybe if the right part was installed this would not have to be done. This was Problem #1.

Problem #2....I was told I have an oil leak. I can't believe it!!!! That's why I brought the car in on 03/08/86. Where is the oil coming from and why hasn't it been repaired on my two previous trips? The only way to tell anything is to set up another appointment and they would have to check it out. HOW MANY TIMES MUST I GO THROUGH THIS???

It seems if you want to be a mechanic at Holiday Oils there is NO EXPERIENCE NECESSARY and it is strictly on the job training on the customer's car, at the the customer's expense and if they're lucky they will satisfy the customer's needs...if not, just schedule another appointment and they will try again.

Being quite fed up with the service at Holiday Oils and still leaking oil, I went elsewhere to have my car serviced. Attached is a bill from Dutrone's Auto Repair Service totalling \$130.59. As you can see from the receipt, they needed to replace the entire valve cover and gasket with sealer. The old valve cover which I have is damaged by what looks like someone pounding on it with a hammer or something...possibly to make it fit? The idle also had to be readjusted as it was not after the carburetor repairs.

As a result of all this aggravation I feel it only fair that I be reimbursed the outside bill of \$130.59 and at least 50% of the labor not done at the dealer.

Sincerely

Judith Lynn Krefchak

Judith Lynn Krefchak
1058 Lovejoy Street
Buffalo, New York 14206
716-895-2536

000878

JAN 25 1984

Page. 1

What is one of the simplest and most effective forms of advertising?

It is something that people have done since the beginning of time. Consumers use this valuable and viable tool to spread the word about the pros and cons of a product.

Can it be what we are doing right now?

Yes, talking. WORD OF MOUTH is still one of the most effective and powerful forms of advertising. And today, the consumer's voice can be broadcast even further through the MEDIA.

Requires some involvement because of the agency involved
For approval to be made

Donna Infantino
34 Sachem Road
Stony Creek, CT 06405
(203) 481-5134

January 20, 1984

W. P. Tippet, Chairman:
American Motors Corporation
14250 Plymouth Road
Detroit, Michigan 48232

Dear Mr. Tippet:

It is only fair that a consumer first inform the manufacturer when one of their products falls far below acceptable standards and allow the manufacturer to respond, before taking other measures to rectify the situation. Please keep this statement and the message related in the cartoon in mind while reading the following account.

At one time I considered American Motors vehicles to have a good reliability and high integrity record. I have owned two American Ramblers in the past that operated quite efficiently. And, the service at Al Mac Motors of Branford, Connecticut was good. For these reasons, I felt that buying a new AMC vehicle would be a sound investment. Unfortunately, it was one of the biggest mistakes I could have made. I have been paying for it ever since in dollars, time and aggravation!

000679

On September 18, 1979, I purchased a 1980 American Motors Spirit DL, two-door liftback with automatic transmission. During the first 5000 miles in cold, damp or rainy weather, the car would stall at slow speeds (5 m.p.h. to 25 m.p.h.) and upon stopping. This condition was reported to Al Mac Motors when it was brought in for the first maintenance check at 4,907 miles. At that time the mechanic wiped off the distributor cap (Invoice R11152). Subsequently, the car malfunctioned in this respect intermittently.

On August 19, 1982, I brought my car in for the 22,500 mile maintenance check. I reported that there was oil all over the engine. To remedy this, the mechanic torqued down the dome cover. I also indicated that the area around the tail light was starting to rust. I told Al Maculaitis (owner of Al Mac Motors) that I thought that this condition to be unusual since the car was only two years old. He said that it wasn't unusual. To remedy the rust condition, the spots were touched up. I stated that just touching up the spots on the surface without sanding the areas first would not take care of the problem and that the rust would eat through the paint. He said that the touch up would take care of it. At the present time rust has eaten through the lower portion of the right tail light and has started eating through the lower portion of the left tail light (35,387 miles; three years old). (Invoice R14789)

In retrospect, these were the least of my problems. On January 11, 1983 (26,374 miles), I brought my car into Al Mac Motors because it was running very roughly and bucking. It was stalling while being warmed up, while running at speeds between 10 m.p.h. and 35 m.p.h. and at every stop. To prevent it from stalling I had to brake with my left foot and keep the engine revving a bit with my right foot. I instructed Wayne Maculaitis to do everything necessary to remedy the problem in order to have my car operate properly.

Upon inspection, the mechanic found that the oil level was bordering on empty (at 23,021 miles a complete oil change was done - Invoice R14789). The PCV valve had become clogged causing oil to be pumped into the carburetor. The mechanic also discovered that torquing down the dome cover had not remedied oil leaking onto the engine. At this time the head cover gasket was replaced (Invoice R15633).

Kindly refer to ITEM I - REPORT TO MOTOR VEHICLES DEPARTMENT OF CONNECTICUT

000080

ITEM I: REPORT TO MOTOR VEHICLES DEPARTMENT OF CONNECTICUT

Complainant: Donna Infantino

March 8, 1983

Repair Shop: Al Mac Motors, Inc.

COMPLAINT SUMMARY:

1/11/83 - brought car into Al Mac Motors because of problem outlined under Section C - Repairs (Refer to ITEM II)

problem diagnosed - a clogged PCV valve was pumping oil into carburator. A new PCV valve and filters were replaced (Invoice R15633)

Subsequent visit to Al Mac Motors, Inc. (about 1 1/2 weeks later)

car still stalling intermittently when I would slow down or come to a stop and was running a little roughly even after car was warmed up sufficiently.

Wayne Maculaitis and mechanic diagnosed the problem as the choke sticking. He (mechanic) sprayed the choke with a cleaner and I was told that that should remedy the problem.

Third visit to Al Mac Motors, Inc. - approximately 1 1/2 to 2 weeks after second visit

same problem still existing. Wayne Maculaitis and mechanic thought that by adjusting the idle that the problem should be rectified.

2/28/83 - Fourth visit to Al Mac Motors, Inc.

car not only still stalling intermittently, but stalling while warming up. original problem that existed prior to January 11, 1983, supposedly remedied on 1/11/83 and/or on subsequent visits, still existed.

brought car in; wrote a note in detail describing the problem and outlined all visits to Al Mac Motors, Inc. and stated that since this very same problem that existed when I brought the car in on 1/11/83 was not remedied then nor after two subsequent visits, I did not expect to be charged and would not pay to have the problem remedied on this visit.

000881

ITEM I. REPORT TO MOTOR VEHICLES DEPARTMENT OF CONNECTICUT -Page 2Complaint Summary cont'd.

When I called to get my car (talked to Fred, a mechanic at Al Mac Motors), I was told that a minor tune-up was done. When I reiterated my position, I was told that this work had not been authorized on any previous visits and that since this was additional work, they would have to charge me. I explained that specific authorization was given by me to remedy the problem (1/11/83), that it had in fact not been remedied at that time nor on two subsequent visits, and that on this, my fourth visit, I made a written statement to them that I wanted the problem corrected and that I would not pay for whatever had to be done. I further stated that I had lost many valuable hours and had been thoroughly inconvenienced by this whole matter.

Because our conversation was becoming a round-robin affair, I asked to speak to the owner, Al Maculaitis. I was connected to Wayne Maculaitis. After covering the same ground with Wayne Maculaitis and after firmly stating that I had no intentions of paying the bill, he retorted, "Well, if you feel that way!" I said thank-you and we hung up.

I went to the service desk to ask for a copy of the bill for my records. I first talked to Fred. He had not been briefed as to the outcome of Wayne's and my conversation and so expected that I would be paying the bill. He again argued his position. After stating that I refused to go over the whole thing again, I asked to speak to Al Maculaitis. Fred called Wayne to the desk. After again having to state that I refused to pay and again requesting a copy of the bill, Wayne stated that since I refused to pay, he refused to give me the bill. He further stated that since no work was done on the car, there was no bill (This was not true because Fred had shown me the bill upon entering the garage; it indicated that a minor tune-up had been done at a cost of around \$25.00 to \$30.00).

March 3, 1983 - Complainant calls Al Maculaitis

In response to my asking if he was aware of the problem at hand, Al Maculaitis stated that he was. He said that only certain repairs were done on my car in January (Invoice R15633) because I always complained about having to spend money and that I was always giving them problems. He maintained that the car probably needed a major tune-up and that since I had never

000882

ITEM I. REPORT TO MOTOR VEHICLES DEPARTMENT OF CONNECTICUTPage 3

Complaint Summary cont'd.

authorized one, it wasn't done. I told him that I had specifically stated to Wayne (Maculaitis) that I wanted any necessary repairs to be done in order that my car run properly (1/11/83). Al Maculaitis then stated that he had written off the bill, that he didn't need my money and so what was the problem. I told him that the car was still not operating properly and that the same problem still existed. He reiterated that the car probably needed a major tune-up. I again stated that anything that the car needed in service and/or repairs was authorized by me on January 11, 1983. I further stated that the repairs should have been done then or at least suggested to me during the two subsequent visits (subsequent visit #1 - choke sprayed with a cleaner; subsequent visit #2 - idle adjusted) and that I was not going to put out one more dime into something that should have been remedied before now. At that point he remarked that the problem was my attitude. I informed him that my only recourse was to contact the Motor Vehicle Department. He countered with, "See, it's your attitude."

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On April 15, 1983, in response to my complaint, Inspector Hatch of the Connecticut Motor Vehicles Department told me that since Al Mac Motors had attempted to remedy the problem for the least amount of expense and that since the PCV valve was not defective, they were not at fault. He further stated that he would again call Al Mac Motors to see if they were willing to bring in a manufacturer's representative to inspect the vehicle.

Inspector Hatch called back and asked me if I had tried using dry gas with a full tank of gas. I told him that I had been using dry gas with a full tank of super unleaded gas on a regular basis even though Wayne's instructions were only to use dry gas (1/11/83).

At that point in the conversation, he gave me the name of a factory representative (Frank Quinn, Elmsford, New York) and suggested that I call Al Mac Motors and make an appointment with them to have the car inspected by the representative. I stated that I would have no further dealings with Al Maculaitis or Al Mac Motors. Inspector Hatch said that there was nothing more that he could do, that he'd have to close my case and that should I have any further problems my case would be on file (Case #1029-83; telephone number 203 566-2433).

Subsequently, Al Maculaitis called my father and informed him that the Motor Vehicles Department could find nothing wrong with the car. When my father confronted him with the fact that the car was still not operating properly, Mr. Maculaitis stated that my car had never had a tune-up. My father argued the point as I had done but to no avail.

Having reached the point of exasperation, I continued to drive the car as it was. Although it still was not running properly, it did not exhibit the malfunction to the extent that it had from January until the March visit at which time the minor tune-up was done.

On July 13, 1983, I brought my car to Branford Exxon. It had again reached the degree of malfunction present in January, 1983. In addition, a new condition surfaced just prior to the July 13th visit. Liquid was leaking from the heater area onto the passenger side floor. To remedy the stalling, bucking and rough riding condition, a major tune-up was done. That seemed to remedy the problem (Invoice #709). The mechanic informed me that an AMC dealer would have to replace the heater core.

On September 17, 1983, I again brought my car to Branford Exxon. From my last visit on July 13, 1983 (32,000 miles) to this visit (34,000 miles) my car used two quarts of oil. The same problems (and to the same degree) that existed in January, 1983, were recurring. To remedy the condition, an oil sender unit was re-

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placed. The car ran better but it would still stall and run roughly in cold, damp and rainy weather.

On October 17, 1983, I brought my car into AMC Falvey's Car Sales in New London, Connecticut. A loud clanking sound occurred as I started my car. Immediately upon hearing the noise I turned off the ignition. I telephoned Falvey's to find out if driving the car in this condition to their garage would cause irreparable damage and if my safety would be in jeopardy. Upon their advice I walked to their sister company (Ocean Avenue, New London) and had one of the mechanics check the car. I was advised to drive slowly to Falvey's Car Sales (10 minutes away).

Upon examination of the problem, the mechanic found that two (2) push rods had broken. He advised me that in addition to replacing the rods, I should have the rocker arms replaced (Invoice RI2341).

On November 30, 1983, another noise developed. I took the car into the Branford Exxon Station. The mechanic examined the condition and determined that a connecting rod was going. He advised me to sell the car. I asked him if this was an unusual condition, given the age and mileage of the car (3 years; 36,301 miles). He stated that it was an unusual condition.

Even had I decided to sell the car, which in all good conscience I would not do, the decision was made for me. On December 9, 1983, the connecting rod broke.

To reiterate, from the first 5000 miles to the time that the connecting rod broke, the car stalled, bucked and ran roughly in cold, damp, or rainy weather varying only in degree.

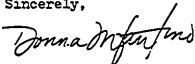
I am sure that you will agree that the reliability record of this 1980 American Motors Spirit is extremely poor. And, that the service accorded me by Al Maculaitis of Al Mac Motors was extremely inefficient, let alone that his manner was totally unprofessional.

My experience with this vehicle has been thoroughly exasperating. Not only was my safety in jeopardy at times, but the safety of my passengers as well. For these reasons and for the time, energy and money expended in attempts to have a vehicle on which I could depend, I want American Motors to purchase my car for the original purchase price of \$5,602.25 (\$5503.75 plus rust preventative and undercoating \$98.50)

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I have sent letters and copies of this report to Connecticut Attorney General Joseph Lieberman; Connecticut Congressman Bruce Morrison; Ralph Nader, Consumer Advocate; Mary Heslin, Department of Consumer Protection, Mike Boguslawski, Consumer Advocate - Action News 8, WTNH-TV; Office of Consumer Affairs, Washington, D.C.; the National Highway Traffic Safety Administration; Rhoda H. Karparkin, Executive Director, Consumers Union of U.S., Inc.; Paulette Hotton, President, Better Business Bureau and Richard D. Meek, EVP, Connecticut Automotive Trade Association. If I do not receive a satisfactory response by February 20, 1983, I shall put into effect any action necessary to have this matter rectified.

Sincerely,



Donna Infantino

Enclosures: ITEM II - COMPLAINT AGAINST MOTOR VEHICLE SALES
OR SERVICE BUSINESS FIRM (Pages 1 and 2)

ITEM III - Itemized list of invoices, dates,
mileage and costs

ITEM IV - Auto Repair Shops; names, addresses and
telephone numbers

Copies of invoices - No. 7177, 9128, R11152,
No. 38340, R12833, R14789,
R15633, Autosense - computer
vehicle report, No. 709,
No. 194374, No. 45729, and
R12341

cc: Attorney General Joseph Lieberman
Congressman Bruce Morrison
Ralph Nader, Consumer Advocate
Mary Heslin, Department of Consumer Protection
Mike Boguslawski, Consumer Advocate - Action News 8, WTNH-TV
Office of Consumer Affairs, Washington, D.C.
National Highway Traffic Safety Administration
Rhoda H. Karparkin, Executive Director, Consumers Union
Paulette Hotton, President, Better Business Bureau
Richard D. Meek, EVP, Connecticut Automotive Trade Association

000865

Chw

JAN-6 1983

OWNER SERVICES

12-31-82

To Whom It May Concern

I am writing in regards
to a 1982 Sprinter which I
brought over.

As of today I have 2937
miles on it & brought it in
July of 82.

I have had nothing
but trouble with it since
I've had it. As been to the garage
4 times before and the tranny still leaks.

1. Fuel gauge

2. Door Buzzer

3. Tapit Cover seal (2)

4. Transmission has been
leaking since I had it.

and the worst part of
this thing that your people
call a car is that

I am getting in the area
of 16 miles per gallon

I filled it today 200 miles
111 gal of fuel

As far as you concerned
for a 4 Cyl small car

201 E88

G

I should be getting something
from 25 up. My bull is getting 30 in
tation. I have had it to the
garage 4 times so far and
very little has been done.

I am tired of this
going on. It's getting to
the point where I don't
blame people for buying
and a country, etc.

They and other com.
made cars can get 25 up
to 50 miler gal. Now
why in the hell can't this
be done.

I know one thing for
sure if it or something isn't
done to fix it you people will
have one bad salesman
for years.

Please Reply.
On electricity have to go to other sources.

TEL*

8348047

Allen Hendricks
2404 Preston Rd
Law, Elaine Wiles

54701

1AMBA4353CK107681

000889

DEAR MR. PRESIDENT AMC *Jeep*

I PURCHASED ONE OF YOUR AMC SPIRITS MAY 24, 1982 AND HAVE BEEN PLAGUED WITH PROBLEMS WITH IT ALMOST FROM THE VERY FIRST DAY.

I WILL TRY AND LIST THE PROBLEMS AND SEND YOU A PHOTOSTATIC COPY OF ALL RECEIPTS I HAVE ON HAND.

PLEASE LET ME KNOW IF THESE AREN'T THE PROBLEMS A USED CAR BUYER ENCOUNTERS.

I NEED SOME SORT OF SATISFACTION GIVEN TO ME AND KNOW I CAN'T EXPECT TO GET IT AT THE LOCAL DEALER AS THEY COME JUST SHORT OF REFUSING A LOAN CAR WHEN MY CAR IS IN FOR REPAIRS. THE EXCUSE BEING GIVEN IS THAT WERE SORRY WE DON'T HAVE ONE ON HAND RIGHT NOW BUT WE CAN HAVE SOMEONE TAKE YOU HOME. THESE ARE THINGS LISTED IN THE WARRANTY BOOKLET AND IF THESE PROBLEMS CAN'T BE MET THEY SHOULD BE DELETED FROM YOUR WARRANTY.

HERE IS A LIST OF THE PROBLEMS:

595 MILES: 1. PAINT HAD TO BE TOUCHED UP ON HOOD WHERE POSSIBLE BATTERY ACID HAD BEEN SPILLED AND WENT UNNOTICED ACCORDING TO SERVICE MANAGER AT THAT TIME.

2. ENGINE WAS ALSO DIESELSING.

3,876 MILES: 1. VALVE COVER GASKET HAD TO BE REPLACED.
2. ENGINE DIESELSING AGAIN.

4,772 MILES: 1. DIFFERENTIAL LEAK.
2. SHOCK ABSORBERS REPLACED ON HATCH.
3. TRANSMISSION LINKAGE HAD TO BE ADJUSTED.
4. WINDOWS RATTLED.
5. EMERGENCY BRAKE HANDLE WAS STICKING.
6. ENGINE DIESELSING AGAIN.

5381 MILES: 1. EXHAUST LEAK. 3. MASTER CYLINDER
2. TRANSMISSION HOUSING LEAKING. REPLACED IN CLUTCH.

3,152 MILES 1. WATER LEAK IN BACK WINDOW. 4. Speedometer cable replaced because of leak.
2. GIVING POOR GAS MILEAGE.
3. SCRAPING NOISE IN RIGHT SIDE.

THE FIRST WEEK I OWNED MY AMC I HEARD THIS NOISE WHICH SOUNDED LIKE A FLAT TIRE AND IT TURNED OUT TO BE 4 WHEELS WITH LOOSE LUG NUTS WHICH WAS BLAMED ONTO THIEVES BY THE ALAMO AMC PEOPLE.

MY THEORY IS THAT THE LUG NUTS WERE LEFT UNSECURE WHEN I PURCHASED THE CAR AND IN THE DEAL THEY EXCHANGED 4 SPORTY RIMS FOR 4 CHEAPER RIMS.

I AM VERY DISAPPOINTED IN THIS VEHICLE AND AS A FORMER FOREIGN AUTO OWNER AND A SKETCHED ONE I WILL BE WAITING FOR YOUR COURTEOUS REPLY.

THANK YOU
REMAIN

1 AM B 1430 OCT 11 1983

Herald F. Smith



no past

Pitt

OWNER SERVICE

March 17, 1983

American Motors Corp.
14250 Plymouth Road
Detroit, Michigan 48232

Attn: Owner Relations

Dear Sirs:

I purchased a 1982 AMC Spirit on April 29, 1982 and have had problems since that day. I was assured by the salesman (Jerry Wolfson) and the Dealer (Northview Motors Inc.), that they would take care of any complaints. I have found out that this is not true or else they discriminate because I am a woman alone.

I have been driving for over 35 years and I can tell when my car does not perform as it should. One week after I picked up my car, I couldn't get it started and had to have it towed to the dealer. They determined that it was the starter. Why was this problem not taken care of before delivery of the car? I am still waiting for a fly wheel.

I have also complained about an oil leak. My garage floor has oil spots on it as yet. The service department supposedly revealed the Rocker Cover. If so, why is my car still losing oil?

As you can see by copies of my service invoices that I have paid for most of the services. They were not even courteous to me. I work for a living and my time is valuable too.

I always wanted to own an American made car, and have always paid cash for my cars, but I must say that I am very disappointed with this car, the dealer, the salesman and also the service. I intend to write to the editor of the Pittsburgh Press and have him publish my letter.

Mrs. Rosalia Wojciak
3017 1/2 Paulowna Street
Pittsburgh, PA 15219

Phone No. (412) 681-8533

1982 AMC Spirit 2 Dr. Color: Blue; Mileage 10.
Serial No. 1AMC34350CK128505
License No. RB4831

Copies of Bills Attached.

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1000
MAR 11 1983
OWNER SERVICE

American Motors Sales Corp.
250 Plymouth Road
Troy, Mi. 48063

3 - 8 - 83

Dear Sir:-

I took delivery of one of your Pacer cars 3 - 28 - 89. On 2 - 9 - 81 I took the car back because the speedometer stopped working. The service department found the cable broken, and had to order a cable. On 2-26-81 I took the car back for the new cable. They installed it. On 3-12-81 I took it back for a leak (oil on my drive). They said it was a transmission leak. The bill says they put in a trans. speedometer "O" ring. On 5-29-81 I took it back for a transmission leak again. They resealed the valve cover. On 7-16-81 I took it back for a leak again, and the pulley on the A/C system was groaning and kept kicking on & off. They lubricated the bearing and said that I would have to put in a new pulley. They charged me \$11.00. (I missed one on 6-30-81 and I'll put it in here) On 6-30-81 it was taken back for an oil leak and the bill says it was the valve cover again. On 2-25-82 it went back again for installation of the A/C pulley. On the bill it says that they also performed a 10,000 mi. checkup. It cost me \$169.17. On the bill it had written across the bill "Valve cover leaks". By this time I was so frustrated I decided to keep adding oil and drive it till it blew up. My drive began to look like some one struck oil there so I decided to get a cork gasket and put it in myself. That I did. That didn't hold either, so on 3-4-83 I took it back to Becker Motors and had a round with him about the rotten service but he said the warranty had run out and he couldn't do me any good. Said I could pay him for fixing it and send my complaint to American Motors so I said them to fix it, and it cost me \$67.02. They found that the Valve cover was warped bad.

My contention is that anything that started before the warranty ran out should be guaranteed even after the warranty runs out. I have been a buyer of American Motors products since 1956. If this complaint is not resolved better than in the past I guarantee you that you have lost a customer. I like your cars but your warranty is not carried out fairly if that kind of service exists. I have two A/M cars at present. (1 Pacer & 1 Concord) so this complaint will decide whether I buy another A.M. car. I have all the bills of the respective dates claimed here. I will get rid of them and try some other brand. A satisfactory resolving of this complaint will satisfy me and I will continue to buy American, even though I feel that Becker Motors owes me for all the inconvenience I have put up with. I feel that they should have checked it long before this. I'm not sure if the trouble is found yet, but if the car was warped it could be over.

If you require the bills, I will send them if you notify me.

Sincerely,

Ray C Oaks
1521 Darst Ave
Dayton, Ohio. 45403

ID#AQA665c140290
Delivery date-3-28-8-

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JUL 16 1986

OWNER SERVICES

5 July 1986

Shaver
pls handle
President
American Motors Corporation
14250 Plymouth Road
Detroit, Michigan 48232

Dear Sir:

This is the second letter concerning my 1984 Jeep Wagoneer. Enclosure A (with its enclosures) is a copy of the first letter which was sent to your Owners Relations Department. I did not get a reply or even an acknowledgment of receipt. Enclosure B is my latest bill for almost \$400.00.

All I expect is a vehicle that works correctly and doesn't leak oil.

As soon as I got back to Texas I took the jeep back to the dealer from whom I purchased it. Not only did I want the power window unit in the front right door and the rear wiper and washer fixed, but yes another oil leak needed to be repaired. Well, at least I got from Maryland to Texas before it started — please note that only 2500 miles and 62 days had passed. Oh yes, I noticed a puddle of oil under the jeep today.

I am caught in a position where I can't help myself. Of course your dealers don't honor each other's work and when I am in the Army, I can't help but move when they say to; therefore I can't continue with one location.

Please help me.

Sincerely,

Ronald M. Bishop

Ronald M. Bishop
4522 Briargrove
San Antonio, Texas 78217
(512) 650 - 0481

CF:
Jeep Corp - Owner Relations
Ritter Nissan LTD
Ancra Motor Co
U.S. Consumer Protection Agy
Texas Motor Vehicle Commission
Consumer Reports
AMSC Zone Dallas

000896

19 May 1986

Dear Madam or Sir:

In February 1984 I purchased a new jeep wagoneer (SN 1JCWB7557ETD77681) and have been pleased for the most part. I am a strong believer in preventive maintenance and take excellent care of my property. Shortly after purchasing the jeep I moved from San Antonio to the Washington D.C. area and found that the dealers really weren't interested in servicing the jeep because I didn't buy it from them. That, however, is not why I am writing.

On May 28, 1984 I took the jeep in to have the rear wiper and washer repaired. It worked for approximately six months then they stopped.

In April 1985 the passenger side power window quit working. I took the door panel off and found that if you tapped the power unit it worked. It worked for about 6 weeks and it stopped. Again, I got it working for about 2 weeks and it has again stopped.

In September 1985 I noticed that the paint on the rear lift door was starting to pull away from the door and flake off. It is occurring where the stripe is and on the concave curve. I took it to the dealer and was told that he would get ahold of the district representative and would let me know. I received no calls. I went back and was told that I would have to get an appointment with the district representative but it would not be anytime soon. I was again given the run around. The tail gate paint is not sticking. It does not sit out in the weather. It is garaged as well as washed every week and waxed every two months -- yes, both summer and winter. Isn't a paint job suppose to last longer than 18 months?

On 28 April 1986 I took the jeep in for an oil leak and was told that the rear main oil seal was bad and that oil was also leaking from the left valve cover. Of course I had them both repaired. (see enclosed bill) As I previously mentioned, the jeep has had good care. I change the oil and filter every 2-2500 miles. It has never been taken off the road and is not in the least way abused. Is an engine rear main seal only expected to last 33,500 miles? (NOTE: When I picked up the jeep the a/c didn't blow out of the vents because a vacuum line was forgotten to be reconnected. Also, as soon as I got home I noticed oil pouring out of the bottom. I immediately took it back to the dealer and they replaced the rear main seal again. I was told that the first one didn't 'seat' properly ????) (see second enclosed bill)

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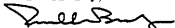
ENCL A

I am moving back to San Antonio next month and will take the jeep back to the dealer I bought it from, but would like to take a response from you with me.

Would you please help me?

Yes, I like the jeep but I am beginning to think I got a lemon.

Sincerely,



Ronald M. Bishop
13100 Venango Road
Fort Washington, Maryland 20744
(301) 292-5333

000898

Name AL Address 13 Chandler Rd. City, State, Zip WY/307/23 Home Phone (307) 744-5337 Bus Phone 204-623-1535 Selling Dealer Saltman		Code No. C5 Recollect Y VIN 1TSCWC754X67603716 Del. WY Exp. 12/31/83 Mileage 123783 Year of Use 83/84 Make Chrysler Model PTC		AMC Jeep JRENAULT OWNER CONTACT REPORT (FOR AN OPEN CASE CLOSING REPORT) Year of Use 83/84 Make Chrysler Model PTC Mileage 123783 Year of Use 83/84 Make Chrysler Model PTC	
Handling Dealer Saltman Date To 4/10/84 Information Given By 4/10/84		No. of Lines to Zone 2 No. of Lines to Date 4/10/84 Description of Problem 1. Took vehicle in for oil leak. Fixed. 2. Slown Head gasket again. 3. Wants factory rep to see vehicle. 4. Sparks shoot from down... 5. When parka needed. 6. Clives for park a cargo dog needed yesterday afternoon (month or so) and dog was played around at Frystock New York 2nd. 7. Action. Agreed to follow up w/ go. 8. are to commit date. 9. agreeably		No. of Lines to Zone 2 No. of Lines to Date 4/10/84 Description of Problem 1. Took vehicle in for oil leak. Fixed. 2. Slown Head gasket again. 3. Wants factory rep to see vehicle. 4. Sparks shoot from down... 5. When parka needed. 6. Clives for park a cargo dog needed yesterday afternoon (month or so) and dog was played around at Frystock New York 2nd. 7. Action. Agreed to follow up w/ go. 8. are to commit date. 9. agreeably	
Code 023-11 Handling Disposition: 023-11		Issue (please number each issue) 1. Gasket replaced 3x. 2. Original Factory Rep. 3. Slown in door. 4. RE: 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100. 101. 102. 103. 104. 105. 106. 107. 108. 109. 110. 111. 112. 113. 114. 115. 116. 117. 118. 119. 120. 121. 122. 123. 124. 125. 126. 127. 128. 129. 130. 131. 132. 133. 134. 135. 136. 137. 138. 139. 140. 141. 142. 143. 144. 145. 146. 147. 148. 149. 150. 151. 152. 153. 154. 155. 156. 157. 158. 159. 160. 161. 162. 163. 164. 165. 166. 167. 168. 169. 170. 171. 172. 173. 174. 175. 176. 177. 178. 179. 180. 181. 182. 183. 184. 185. 186. 187. 188. 189. 190. 191. 192. 193. 194. 195. 196. 197. 198. 199. 200. 201. 202. 203. 204. 205. 206. 207. 208. 209. 210. 211. 212. 213. 214. 215. 216. 217. 218. 219. 220. 221. 222. 223. 224. 225. 226. 227. 228. 229. 230. 231. 232. 233. 234. 235. 236. 237. 238. 239. 240. 241. 242. 243. 244. 245. 246. 247. 248. 249. 250. 251. 252. 253. 254. 255. 256. 257. 258. 259. 260. 261. 262. 263. 264. 265. 266. 267. 268. 269. 270. 271. 272. 273. 274. 275. 276. 277. 278. 279. 280. 281. 282. 283. 284. 285. 286. 287. 288. 289. 290. 291. 292. 293. 294. 295. 296. 297. 298. 299. 300. 301. 302. 303. 304. 305. 306. 307. 308. 309. 310. 311. 312. 313. 314. 315. 316. 317. 318. 319. 320. 321. 322. 323. 324. 325. 326. 327. 328. 329. 330. 331. 332. 333. 334. 335. 336. 337. 338. 339. 340. 341. 342. 343. 344. 345. 346. 347. 348. 349. 350. 351. 352. 353. 354. 355. 356. 357. 358. 359. 360. 361. 362. 363. 364. 365. 366. 367. 368. 369. 370. 371. 372. 373. 374. 375. 376. 377. 378. 379. 380. 381. 382. 383. 384. 385. 386. 387. 388. 389. 390. 391. 392. 393. 394. 395. 396. 397. 398. 399. 400. 401. 402. 403. 404. 405. 406. 407. 408. 409. 410. 411. 412. 413. 414. 415. 416. 417. 418. 419. 420. 421. 422. 423. 424. 425. 426. 427. 428. 429. 430. 431. 432. 433. 434. 435. 436. 437. 438. 439. 440. 441. 442. 443. 444. 445. 446. 447. 448. 449. 450. 451. 452. 453. 454. 455. 456. 457. 458. 459. 460. 461. 462. 463. 464. 465. 466. 467. 468. 469. 470. 471. 472. 473. 474. 475. 476. 477. 478. 479. 480. 481. 482. 483. 484. 485. 486. 487. 488. 489. 490. 491. 492. 493. 494. 495. 496. 497. 498. 499. 500. 501. 502. 503. 504. 505. 506. 507. 508. 509. 510. 511. 512. 513. 514. 515. 516. 517. 518. 519. 520. 521. 522. 523. 524. 525. 526. 527. 528. 529. 530. 531. 532. 533. 534. 535. 536. 537. 538. 539. 540. 541. 542. 543. 544. 545. 546. 547. 548. 549. 550. 551. 552. 553. 554. 555. 556. 557. 558. 559. 560. 561. 562. 563. 564. 565. 566. 567. 568. 569. 570. 571. 572. 573. 574. 575. 576. 577. 578. 579. 580. 581. 582. 583. 584. 585. 586. 587. 588. 589. 590. 591. 592. 593. 594. 595. 596. 597. 598. 599. 600. 601. 602. 603. 604. 605. 606. 607. 608. 609. 610. 611. 612. 613. 614. 615. 616. 617. 618. 619. 620. 621. 622. 623. 624. 625. 626. 627. 628. 629. 630. 631. 632. 633. 634. 635. 636. 637. 638. 639. 640. 641. 642. 643. 644. 645. 646. 647. 648. 649. 650. 651. 652. 653. 654. 655. 656.			

3/25/86

George Fyrer
46 Wagon Wheel Rd
Dracut, Mass 01826
(617) 957-2772

(VIN) 1JC WB755 1ET037371

Mr. George DeOrio,

I am sorry that we have gotten off to such a bad start.

I wrote to you last month and recieved no reply. Today 3/24/86 I phoned your office and asked to speak to you, but your sec. without knowing any facts told me you do not deal with customers. She then proceeded to insult me with a barrage of questions, like how dare I call the zone office.

Mr DeOrio I am a patient person but I am worn out. I purchased a Jeep Wagoneer brand new Jan 4 1984 since then I have dealt with four service managers at Border AMC, one at Muirhead Inc, one at Wilmington Jeep. I have dealt with Mr. Conity, Mr. Bird and Mr. Hopkins. I have seen it torn apart in a body shop to repair a major water leak. The entire rear end was replaced on a recall. The transmission has been repaired. The major problem on oil leak in the rear main seal has aff. buted to the vehicle being towed in twice to the dealer, myself and my family being stranded on the side of an interstate highway in below zero weather. The original engine had three or four seal put in it before they replaced the crank then a new short block and a new crank and then more seals. One time Border AMC and Kevin Conity took the Jeep for over two weeks put 700 miles on it and returned it leaking oil. Then Kevin took it again this time under orders from Mr. Bird and Mr. Hopkins. Again it was gone two weeks but it didn't start leaking for about 7 months. Just a bout the length of time the original seal lasted. I recently took the vehicle back to Muirhead over 40 miles from my home and waited five we

STOCK NO. 2040

000.900

for an appointment, they tightened the blue cover and said "It's out. It is currently leaking worse than ever. So here we are. Two and one half years later I still have the same oil leak. The above paragraph doesn't begin to express my frustration and over 250 days in service

I am writing to you for some help in coming to a solution, this is not a fictitious rattle its a viable oil leak. I am not making it up. Your own service people tell me "Oh the 8's puddle the 8's tank and the 8's have been pretty good."

If I don't hear from you my only conclusion will be that (A) American Motors isn't interested and (B) they can't service these vehicles.

Mr De Oro I would be more than happy to meet with you at any dealer in my vicinity as long as you give me some notice. My wife is generally home by 3:00 in the afternoon and I am usually home by 5:15

Thank you,
George Tyler

000901

November 20, 1984

Central Office
American Motors Sales Corp.
14250 Plymouth Road
Detroit, Michigan 48232

Dear Owner Relations:

I am presently the owner of a 1984 Jeep Wagoneer Ltd,
I.D.# 1JCW7563ET044165.

I have owned both a 1979 and a 1980 Cherokee Chief and
Wagoneer Limited respectively.

I regret having to write this letter of dissatisfaction
with my new Jeep.

The problem I am experiencing is a rear main seal leak
which occurred at 2,700 miles. On numerous occasions the
rear main seal has been replaced. The rocker arm cover gas-
kets on both sides were replaced.

I still had an oil leak. In addition to an oil leak, I
had a transfer case leak at the input shaft seal. I then noti-
fied the Atlanta Regional Office in September. Mr. Ron Foshe
at Atlanta authorized a new crank shaft and the transfer case
leak to be corrected.

After the work was completed, I still had the same two
leaks.

Early in October Mr. Foshe again authorized a short en-
gine block to be put into the car. Also at this time I had a
problem with one of the horns not work and the radio which
was full of static.

The radio, as a point of information, was taken out of
the car twice. On one of the occasions, I was without a ra-
dio for two and a half months (2 1/2). The radio was sent to
Atlanta for repairs.

006902

After all the repairs, the inconvenience, the aggravation and the wasted expense. I still have an oil leak, transfer case leak, a horn with the wrong tone, a horn pad that's dead in certain spots and a static radio.

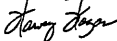
In addition the following have recently appeared:

1. Starter is very whiny.
2. Engine has a miss in it.
3. Floor mats are not holding up.

The Atlanta office has tried to correct these problems but has failed. It appears that it is now back in your hands in the Central Office to clear up all the above mentioned defects. I would also like to call your attention to my need for a loaner while my car is in service.

Your attention to this matter is imperative at this point in time.

Sincerely,



Harvey Hazan
1561 S.W. 67 Terrance
Plantation, Florida 33136
305 791-3087 Bus. 756-1613

HH/ah

cc: Mr. Gary Cohen, Attorney

000903

JUL 16 1986
OWNER SERVICES

Mullen , Nebraska
July - 12th - 1986 ;

MSC ZONE OFF 127 ; Dear Sirs ;

Inclosed is a repair on my Jeep Wagon that should not have been needed
if there had of been a proper V/C Gaskets in stalled in the first
place. I have had Four of your Cars in the last Twelve Years two
were very . Satisfactory but the last Two have gave me un necessary
Trouble on account of Oil leakage around the Valve Covers. A Four Wheel
drive Eagle and The Jeep Wagoneer Bought June - 26 - 1984 it first
Leaked anti Freeze around the hoses the first three Months and
a little Oil around the Valve Covers in six months but the Dealer
Dolan Berg Motors, 119 West 6th - Mullen Platte Nebraska did nothing
about it when they serviced the car said it was amount to any
Trouble, as it kept getting worse I still thought it was really the
the Anti Freeze that I was smelling. But it turned out to be the Oil
Lea kage instead - So even tho the 3 yrs of the Warranty has expired
That the Manefactory or American Motors Company should Pay Me for
this Repair bill for if the proper Gaskets had been installed in the
first place this bill would not of been Neessary at all in both of
the last Two Cars that I Purchased. And I assure You that if this
is not Corrected that I Will never Purchase another of your Cars
If You can give me some just Reason why the last Two Cars I Bought
Have had the Same Oil Problems I would Like to Hear it ; ;
Do Not just throw this in the Wast Basket I expect to hear from You ; ;

Sincerely
Merle L. Ryan
Box 181
Mullen Neb 69152

PATRICK MICHAEL DECHARLES II
70 HUDSON AVE
TOTOVA, NEW JERSEY 07512
4 SEPTEMBER 1985

AMC/JEEP/RENAULT
POST OFFICE BOX
TOLEDO, OHIO 43659-9980

new

DEAR SIR:

FOR THE PAST THIRTEEN (13) YEARS, I HAVE OWNED A FOREIGN MADE 4x4 VEHICLE WITH EXCELLENT RESULTS. IN JULY OF 1984, I DECIDED TO TRY A DOMESTIC MADE 4x4 VEHICLE AND BUY AMERICAN. A LITTLE OVER 15,000 MILES LATER I HAVE FOUND THAT TO BE A BIG MISTAKE.

I BOUGHT ONE OF YOUR AWARD WINNING CHEROKEE CHIEF VEHICLE WITH A MAJOR ENGINEERING DEFECT WITH THE CRANKSHAFT ASSEMBLY IN THE GM, V6, 2.8 LITER ENGINE. I HAVE NOT BEEN ABLE TO USE THE VEHICLE FOR A MONTH. WHEN THE LEAKAGE OF OIL WAS FIRST NOTICED FROM THE UNDERSIDE OF THE VEHICLE I TOOK THE VEHICLE TO THE NEAREST DEALER AND ASKED TO HAVE THE LEAK CHECKED WITH PARTICULAR ATTENTION TO THE REAR MAIN ENGINE OIL SEAL AND THE OIL PAN SEAL. FROM MY INSPECTION IT COULD HAVE BEEN COMING FROM EITHER AREA. THE DEALER NEVER CHECKED WHAT I ASKED FOR, BUT, INSTEAD CHANGED THE VALVE COVER GASKETS AS NOTED IN ENCLOSURE 1.

THE VEHICLE STILL LEAKED ABOUT 1/4 QUART OF OIL EVERY 80 MILES. I TOOK IT BACK TO THE DEALER AND WAS THEN TOLD ABOUT THE ENGINEERING DEFECT. THE DEALER HAD TO ORDER THE PARTS AND IT TOOK 21 DAYS TO FIND TIME FOR THE DEALER TO SCHEDULE THE TWO DAY OPERATION OF CHANGING OUT THE CRANKSHAFT. MEANWHILE THE DEALER CHANGED MY OIL FILTER AND SAID I COULD USE IT UNTIL THE PARTS CAME IN AND I COULD BE SCHEDULED FOR THE WORK. I DON'T FEEL IT IS SAFE TO DRIVE A VEHICLE LEAKING THAT MUCH OIL ON TO THE EXHAUST MANIFOLD AND SPRAYING THE REST ALL ALONG THE UNDERCARRIAGE OF THE VEHICLE. I DID NOT WANT MORE DAMAGE TO RESULT FROM LOW OIL PRESSURE, NOR DO I FEEL I SHOULD HAVE TO CARRY A CASE OF OIL EVERYWHERE I WENT FOR A BRAND NEW VEHICLE.

FROM 30 JULY 1975, TO THE PRESENT, I HAVE NOT USED THE VEHICLE EXCEPT FOR DRIVING IT BACK TO THE DEALER ON 21 AUGUST 1985, TO HAVE THE CRANKSHAFT REPLACED. THE WORK IS STILL NOT COMPLETED BECAUSE THE DEALER BROKE TWO CONNECTING ROD BOLTS IN THE PROCESS. REPLACEMENT BOLTS COULD NOT BE FOUND IN THE LOCAL AREA.

000906